

COUNTY OF LOS ANGELES

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DEPARTMENT OF MENTAL HEALTH

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October 3, 2007

TO: Each Supervisor

FROM: Marvin J. Southard, D.S.W.
Director of Mental Health

SUBJECT: NOTIFICATION OF TELEPHONE ENHANCEMENTS TO THE
DEPARTMENT OF MENTAL HEALTH (DMH) ACCESS CENTER
HOTLINE

This memo is to inform you of the recent telephone enhancements at the Department of Mental Health (DMH) ACCESS Center Hotline (1-800-854-7771), designed to improve customer service. On September 26, 2007, the Child Welfare Hotline was added to provide specialized staff that is able to address the needs of foster care children in compliance with the recommendations and plan adopted by DMH in response to the Katie A. Litigation. In addition, the Hotline has been enhanced to accommodate Spanish speaking callers who request information on services and referrals.

Our goal is to strive to improve the quality of the services delivered to the consumers, their families, and the community. If you have any further questions, please contact Laura Span, District Chief, at (213) 738-4258.

MJS:TB:LS

c: Chief Executive Office
Sheila Shima, Deputy CEO
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Robin Kay, Ph.D.
Tony Beliz, Ph.D.